

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Interim Guidelines August 1999**  
**Bell Atlantic - Massachusetts**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING**

PRE-ORDERING*		Actual Performance				
Metric #		Standard	BA	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface						
PO-1-01-6020	Customer Service Record - EDI	Parity plus < 4 Seconds	0.10	5.05	4.96	
PO-1-01-6030	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-02-6020	Due Date Availability - EDI	Parity plus < 4 Seconds	0.28	2.76	2.48	
PO-1-02-6030	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03-6020	Address Validation - EDI	Parity plus < 4 Seconds	0.94	4.09	3.15	
PO-1-03-6030	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04-6020	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.28	3.24	2.96	
PO-1-04-6030	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	NA	NA		
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-06-6020	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06-6030	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07-6020	Rejected Query - EDI	Parity plus < 4 Seconds	UD	NA		
PO-1-07-6030	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08-6020	% Timeouts - EDI	not > .33%		0.11		
PO-1-08-6030	% Timeouts - CORBA	not > .33%		UD		
PO-1-09-6020	Parsed CSR - EDI	Parity plus < 10 Seconds	UD	UD		
PO-1-09-6030	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
PO-2 - OSS Interface Availability						
PO-2-01-6020	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		100.00		726.75
PO-2-01-6040	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days		UD		
PO-2-01-6050	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days		UD		
PO-2-02-6020	OSS Interf. Avail. – Prime Time - EDI	>=99.5%		100.00		486.00
PO-2-02-6040	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%		UD		
PO-2-02-6050	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%		UD		
PO-2-03-6020	OSS Interf. Avail. – Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays		100.00		240.50
PO-2-03-6040	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)			UD		
PO-2-03-6050	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI			UD		
PO-5 - Average Notification of Interface Outage						
PO-5-01-2000	Average Notice of Interface Outage	<20 minutes		UD		
PO-6 - Software Validation						
PO-6-01-2000	Software Validation	<= 5%		UD		
PO-7 - Software Problem Resolution Timeliness						
PO-7-01-2000	% Software Problem Res. Timeliness	>=95%		UD		
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours		UD		
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days		UD		
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		UD		
Change Notification*						
PO-4 - Timeliness of Change Management Notice						
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed notices and documentation over 8 days		70.00		10
PO-4-01-6621	% Notices Sent on Time - Regulatory			NA		
PO-4-01-6631	% Notices Sent on Time - Industry Standard			NA		
PO-4-01-6641	% Notices Sent on Time - BA Orig.			88.00		8
PO-4-01-6651	% Notices Sent on Time - TC Orig.			100.00		1
PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation If Period not set, default to Ind. Std. Time		NA		
PO-4-02-6621	Change Mgmt. Notice - Delay 1-7 Days - Regulatory			NA		
PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.			NA		
PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.			NA		
PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.			NA		
PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation If Period not set, default to Ind. Std. Time		150		3
PO-4-03-6621	Change Mgmt. Notice - Delay 8+ Days - Regulatory			NA		
PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.			NA		
PO-4-03-6641	Change Mgmt. Notice - Delay 8+ Days - BA Orig.			21		1
PO-4-03-6651	Change Mgmt. Notice - Delay 8+ Days - TC Orig.			NA		
continued						

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**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING continued**

Change Confirmation*		Standard	CLEC Perf	CLEC Obs
Metric #	PO-4 - Timeliness of Change Management Notice			
PO-4-01-6622	% Notices Sent on Time - Regulatory	> = 95% and no delayed notices and documentation over 8 days	NA	
PO-4-01-6632	% Notices Sent on Time - Ind. Std.		NA	
PO-4-01-6642	% Notices Sent on Time - BA Orig.		75.00	8
PO-4-01-6652	% Notices Sent on Time - TC Orig.		0.00	1
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	>=45 days	NA	
PO-4-02-6632	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.		NA	
PO-4-02-6642	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.		NA	
PO-4-02-6652	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.		NA	
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	>=45 days	73	2
PO-4-03-6632	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		45	1
PO-4-03-6642	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		NA	
PO-4-03-6652	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		NA	

TROUBLE REPORTING (OSS)*		Actual Performance			
MR-1 - Response Time OSS Maintenance Interface		BA	CLEC	Difference	
MR-1-01-2000	Create Trouble	6.29	18.34	12.05	14414
MR-1-02-2000	Status Trouble	UD	26.90		8679
MR-1-03-2000	Modify Trouble	5.97	9.37	3.40	311
MR-1-04-2000	Request Cancellation of Trouble	7.04	***		
MR-1-05-2000	Trouble Report History (by TN/Circuit)	UD	32.72		6855
MR-1-06-2000	Test Trouble (POTS Only)	82.40	110.72	28.32	29103
*** Unavailable due to system release					

BILLING				
BI-1 - Timeliness of Daily Usage Feed				
BI-1-01-2030	% DUF in 3 Business Days	95% in 4 Business Days	90.39	23346496
BI-1-02-2030	% DUF in 4 Business Days		98.57	
BI-1-03-2030	% DUF in 5 Business Days		98.91	
BI-1-04-2030	% DUF in 8 Business Days		99.49	
BI-2 - Timeliness of Carrier Bill				
BI-2-01-2000	Timeliness of Carrier Bill **	98% in 10 Business Days	100.00	54
BI-3 - Billing Accuracy				
BI-3-01-2000	% Billing Adjustments - Dollars Adjusted	TBD	UD	
BI-3-02-2000	% Billing Adjustments - Number of Adjustments	TBD	UD	

OPERATOR SERVICES & DATABASES					
OD-1 - Operator Services - Speed of Answer					
OD-1-01-1021	Average Speed of Answer – Operator Services - NE	Parity with BA Retail	2.6	3.3	11925
OD-1-02-1021	Average Speed of Answer – Directory Assistance - NE	Parity with BA Retail	3.1	1.8	192615
Legend Notations defined on Legend sheet - last page					

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**CLEC Aggregate Performance**  
**ORDERING - RESALE POTS / SPECIAL SERVICES**

RESALE Pre-Ordering			
Metric #		Standard	<div> <div>CLEC Aggregate Performance</div> <div>CLEC Aggregate Observations</div> </div>
<b>PO-3 - Contact Center Availability</b>			
PO-3-01-2000	Average Speed of Answering – Ordering (secs)		26.86
PO-3-02-2000	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	85.46
PO-3-03-2000	Average Speed of Answering – Repair *& (secs)		25.90
PO-3-04-2000	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	79.50
<b>POTS &amp; Pre-qualified Complex - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01-2320	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.01
OR-1-02-2320	% On Time LSRC – Flow Through	95% within 2 Hours	99.89
OR-1-03-2320	Average LSRC Time < 10 Lines		12.26
OR-1-04-2100	% On Time LSRC < 10 Lines	95% within 24 Hours	97.46
OR-1-05-2320	Average LSRC Time >= 10 Lines		10.41
OR-1-06-2320	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.21
<b>OR-2 - Reject Timeliness</b>			
OR-2-01-2320	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.00
OR-2-02-2320	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00
OR-2-03-2320	Average LSR Reject Time < 10 Lines		12.08
OR-2-04-2320	% On Time LSR Reject < 10 Lines	95% within 24 Hours	96.99
OR-2-05-2320	Average LSR Reject Time >= 10 Lines		10.39
OR-2-06-2320	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00
<b>Complex Services - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-03-2310	Average LSRC Time < 10 Lines	95% within 72 Hours	UD
OR-1-04-2300	% On Time LSRC < 10 Lines		UD
OR-1-05-2310	Average LSRC Time >= 10 Lines		UD
OR-1-06-2310	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>			
OR-2-03-2310	Average LSR Reject Time < 10 Lines	95% within 72 Hours	UD
OR-2-04-2310	% On Time LSR Reject < 10 Lines		UD
OR-2-05-2310	Average LSR Reject Time >= 10 Lines		UD
OR-2-06-2310	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD
<b>POTS / Special Services - Aggregate</b>			
<b>OR-3 - Percent Rejects</b>			
OR-3-01-2000	% Rejects	No Standard	43.88
<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-01-2000	Completion Notice – Average Response Time		0.00
OR-4-02-2000	Completion Notice – % On Time	95% by next bus. day at noon	100.00
OR-4-03-2000	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD
<b>OR-5 - Percent Flow-Through</b>			
OR-5-01-2000	% Flow Through - Total	No Standard Developed	59.41
OR-5-02-2000	% Flow Through - Simple	No Standard Developed	61.09
OR-5-03-2000	% Flow Through Achieved	95%	UD
<b>OR-6 - Order Accuracy</b>			
OR-6-01-2000	% Accuracy - Orders *	95% Orders without Errors	70.37
OR-6-02-2000	% Accuracy – Opportunities*	95% Orders without Errors	89.82
OR-6-03-2000	% Accuracy – LSRC**	95% Orders without Errors	89.40
<b>Special Services - Electronically Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-03-2200	Average LSRC Time < 10 Lines		9.03
OR-1-03-2210	Average ASRC Time < 10 Lines DS0		UD
OR-1-03-2211	Average ASRC Time < 10 Lines DS1		UD
OR-1-03-2213	Average ASRC Time < 10 Lines DS3		UD
OR-1-04-2200	% On Time LSRC < 10 Lines	95% within 48 Hours	100.00
OR-1-04-2210	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD
OR-1-04-2211	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD
OR-1-04-2213	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD
OR-1-05-2200	Average LSRC Time >= 10 Lines		1.31
OR-1-05-2210	Average ASRC Time >= 10 Lines DS0		UD
OR-1-05-2211	Average ASRC Time >= 10 Lines DS1		UD
OR-1-05-2213	Average ASRC Time >= 10 Lines DS3		UD
OR-1-06-2200	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
OR-1-06-2210	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD
OR-1-06-2211	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD
OR-1-06-2213	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD
<b>OR-2 - Reject Timeliness</b>			
OR-2-03-2200	Average LSR Reject Time < 10 Lines		10.44
OR-2-04-2200	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00
OR-2-05-2200	Average LSR Reject Time >= 10 Lines		7.32
OR-2-06-2200	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00
Legend Notations defined on Legend sheet - last page			

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**CLEC Aggregate Performance**  
**PROVISIONING - RESALE POTS / SPECIAL SERVICES**

**POTS - Provisioning - Total**

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
PR-1-04-2100 PR-1-05-2100	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail	7.31	5.12	202	26	5.89	1.23	1.78
	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail	12.29	7.72	269	18	6.72	1.64	2.79
PR-2-04-2100 PR-2-05-2100	<b>PR-2 - Average Completed Interval</b>								
	Average Interval Completed – Dispatch (6-9 Lines)	Parity with BA Retail	7.21	5.65	153	20	4.81	1.14	1.36
	Average Interval Completed – Dispatch (>= 10 Lines)	Parity with BA Retail	11.25	6.88	172	17	7.28	1.85	2.36
PR-3-01-2100 PR-3-02-2100 PR-3-03-2100 PR-3-04-2100 PR-3-05-2100 PR-3-06-2100 PR-3-07-2100 PR-3-08-2100 PR-3-09-2100 PR-3-10-2100	<b>PR-3 - Completed within Specified Days</b>								
	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	75.09	46.67	125774	1125		1.30	-21.94
	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	83.08	68.71	125774	1125		1.12	-12.80
	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.54	75.82	125774	1125		1.02	-10.49
	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	6.59	1.79	10869	392		1.28	-3.76
	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	12.72	4.34	10869	392		1.71	-4.89
	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	20.72	16.58	10869	392		2.08	-1.99
	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	87.58	80.29	136643	1517		0.85	-8.56
	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	94.79	96.62	125774	1125		0.67	2.75
	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	76.86	84.95	10869	392		2.17	3.73
	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.60	96.51	136643	1517		0.53	1.72
	<b>PR-4 - Missed Appointments</b>								
	Average Delay Days – Total	Parity with BA Retail	4.15	4.43	4178	56	5.73	0.77	-0.36
	% Missed Appointment – Customer	None: Analysis Only	1.84	1.63					
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	10.90	8.58	35155	618		1.26	1.83
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.14	0.07	245936	4179		0.06	1.20
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		UD					
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	<b>PR-5 - Facility Missed Orders</b>								
	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.54	0.44	281091	4797		0.11	0.94
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.03	0.02	281091	4797		0.03	0.40
	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	281091	4797			
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b>								
	% Installation Troubles reported within 30 Days	Parity with BA Retail	3.72	2.65	243304	10006		0.19	5.53
	% Installation Troubles reported within 7 Days	Parity with BA Retail	2.20	1.32	243304	10006		0.15	5.88
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	4.48	1.61	243304	10006		0.21	13.60

**POTS - Business**

PR-1-01-2110 PR-1-03-2110	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.37	2.05	17902	1228	3.42	0.10	-6.74
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.21	4.46	3877	372	2.45	0.13	-1.88
PR-2-01-2110 PR-2-03-2110	<b>PR-2 - Average Completed Interval</b>								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.30	2.02	17602	1219	3.33	0.10	-7.30
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	4.75	4.77	3423	338	3.78	0.22	-0.09

**POTS - Residence**

PR-1-01-2120 PR-1-03-2120	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	0.93	2.28	181247	779	2.95	0.11	-12.75
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.85	5.14	8488	71	3.53	0.42	-0.69
PR-2-01-2120 PR-2-03-2120	<b>PR-2 - Average Completed Interval</b>								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.89	1.89	180296	770	2.73	0.10	-10.14
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	5.33	5.30	7446	54	3.91	0.53	0.06

**POTS & Complex Aggregate**

PR-1-10-2103 PR-1-11-2103	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	5.01	1.53	67269	1486	8.73	0.23	15.20
	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	4.50	NA	32		1.52		
PR-2-10-2103 PR-2-11-2103	<b>PR-2 - Average Completed Interval</b>								
	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.88	1.44	67269	1486	8.36	0.22	15.69
	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	4.78	NA	32		1.83		

**Complex Services**

PR-1-01-2300 PR-1-02-2300	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.32	3.21	481	34	6.22	1.10	1.91
	Average Interval Offered – Total Dispatch	Parity with BA Retail	11.68	8.67	399	18	5.80	1.40	2.15
PR-2-01-2300 PR-2-02-2300	<b>PR-2 - Average Completed Interval</b>								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.58	3.21	450	34	5.11	0.91	1.51
	Average Interval Completed – Total Dispatch	Parity with BA Retail	11.21	8.92	363	13	7.10	2.00	1.14
PR-4-02-2300 PR-4-03-2300 PR-4-04-2300 PR-4-05-2300 PR-4-08-2300	<b>PR-4 - Missed Appointments</b>								
	Average Delay Days – Total	Parity with BA Retail	12.02	3.00	54	1	21.80	22.00	0.41
	% Missed Appointment – Customer	None: Analysis Only	14.01	6.35					
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	5.76	4.35	886	23		4.92	0.29
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.40	0.00	748	40		1.02	0.39
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		UD					
PR-6-01-2300	<b>PR-6 - Installation Quality</b>								
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					

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Special Services - Provisioning		Actual Performance		Number of Observations					
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01-2200	Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.01	4.19	2156	297	5.28	0.33	2.51
PR-1-02-2200	Average Interval Offered – Total Dispatch	Parity with BA Retail	10.36	9.45	1570	22	6.89	1.48	0.62
PR-1-06-2200	Average Interval Offered – DS0	Parity with BA Retail	8.80	4.91	663	22	5.07	1.10	3.54
PR-1-07-2200	Average Interval Offered – DS1	Parity with BA Retail	12.00	8.31	718	29	5.76	1.09	3.38
PR-1-08-2200	Average Interval Offered – DS3	Parity with BA Retail	16.46	NA	13		2.26		
PR-1-10-2200	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.68	5.83	635	42	3.63	0.58	-1.99
PR-1-11-2200	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	4.88	NA	145		4.10		
PR-2 - Average Completed Interval									
PR-2-01-2200	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.94	3.99	2029	287	7.69	0.48	1.96
PR-2-02-2200	Average Interval Completed – Total Dispatch	Parity with BA Retail	14.37	9.60	627	20	16.70	3.79	1.26
PR-2-06-2200	Average Interval Completed – DS0	Parity with BA Retail	10.28	5.05	545	21	16.73	3.72	1.41
PR-2-07-2200	Average Interval Completed – DS1	Parity with BA Retail	12.60	7.59	516	27	11.66	2.30	2.18
PR-2-08-2200	Average Interval Completed – DS3	Parity with BA Retail	25.33	NA	3		17.90		
PR-2-10-2200	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.64	5.83	635	42	3.64	0.58	-2.05
PR-2-11-2200	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.00	NA	145		4.34		
PR-4 - Missed Appointments									
PR-4-01-2200	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	2.46	0.59	4099	337		0.88	2.13
PR-4-02-2200	Average Delay Days – Total	Parity with BA Retail	40.16	7.00	101	2	53.03	37.87	0.88
PR-4-03-2200	% Missed Appointment – Customer	None: Analysis Only	12.78	3.86					
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		NA					
PR-5- Facility Missed Orders									
PR-5-01-2200	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.54	0.00	4099	337		0.42	1.30
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	4099	337		0.08	0.25
PR-5-03-2200	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4099	337			
PR-6- Installation Quality									
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.78	0.73	13437	1225		0.26	0.18
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00	13437	1225			
Legend Notations defined on Legend sheet - last page									

**Carrier to Carrier**  
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**CLEC Aggregate Performance**  
**MAINTENANCE - RESALE / SPECIAL SERVICES**

POTS / Complex - Maintenance							
Metric #		Standard	Actual Performance		Number of Observations		
			BA	CLEC Aggregate	BA	All CLECs	
							Standard Deviation
							Sampling Error
							Z-Score
<b>MR-2 - Trouble Report Rate</b>							
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with BA Retail	1.16	0.70	4620435	190628	0.02
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.10	0.09	4620435	190628	0.01
MR-2-04-2100	% Subsequent Reports	Assessed I/C/W MRAs	26.30	7.25			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.60	0.47	4620435	190628	0.03
<b>MR-3 - Missed Repair Appointments</b>							
MR-3-01-2100	% Missed Repair Appointment – Loop	Parity with BA Retail	14.78	14.17	53432	1334	0.98
MR-3-02-2100	% Missed Repair Appointment – Central Office	Parity with BA Retail	7.98	9.66	4810	176	2.08
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	6.37	9.57	73982	888	0.82
<b>MR-4 - Trouble Duration Intervals</b>							
MR-4-01-2100	Mean Time To Repair – Total	Parity with BA Retail	24.55	15.48	58242	1510	24.32
MR-4-02-2100	Mean Time To Repair – Loop Trouble	Parity with BA Retail	25.77	16.47	53432	1334	24.53
MR-4-03-2100	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	11.02	7.93	4810	176	16.82
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	59.75	78.81	58242	1510	1.28
MR-4-06-2100	% Out of Service > 4 Hours	Parity with BA Retail	85.52	76.43	43092	1031	1.11
MR-4-07-2100	% Out of Service > 12 Hours	Parity with BA Retail	66.22	50.92	43092	1031	1.49
MR-4-08-2100	% Out of Service > 24 Hours	Parity with BA Retail	40.70	22.60	43092	1031	1.55
<b>MR-5 - Repeat Trouble Reports</b>							
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with BA Retail	26.52	19.40	58242	1510	1.15
Special Services - Maintenance							
MR-2-01-2200	Network Trouble Report Rate	Parity with BA Retail	0.33	0.32	438551	9275	0.06
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.19	0.27	438551	9275	0.05
<b>MR-4 - Trouble Duration Intervals</b>							
MR-4-01-2200	Mean Time To Repair – Total	Parity with BA Retail	7.38	8.40	1461	30	8.57
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	94.25	93.33	1461	30	4.29
MR-4-06-2200	% Out of Service > 4 Hours	Parity with BA Retail	56.79	71.43	1421	28	9.45
MR-4-08-2200	% Out of Service > 24 Hours	Parity with BA Retail	5.70	7.14	1421	28	4.42
<b>MR-5 - Repeat Trouble Reports</b>							
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with BA Retail	16.36	6.67	1461	30	6.82
Legend Notations defined on Legend sheet - last page							

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**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

**UNE Pre-ordering**

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	<b>PO-3 - Contact Center Availability</b>			
PO-3-01-3000	Average Speed of Answering – Ordering * (secs)			
PO-3-02-3000	% Answered within 30 Seconds – Ordering *	80% within 30 Seconds		
PO-3-03-3000	Average Speed of Answering – Repair *& (secs)		25.90	
PO-3-04-3000	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	79.50	44754

**POTS/Pre-qualified Complex - Electronically Submitted**

	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-01-3320	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		1.52	
OR-1-02-3320	% On Time LSRC – Flow Through	95% within 2 Hours	98.55	1105
OR-1-03-3320	Average LSRC Time < 10 Lines		29.34	
OR-1-04-3100	% On Time LSRC < 10 Lines (Electronic)	95% within 24 Hours	57.06	2981
OR-1-05-3320	Average LSRC Time >= 10 Lines		31.59	
OR-1-06-3320	% On Time LSRC >= 10 Lines	95% within 72 Hours	85.29	34
	<b>OR-2 - Reject Timeliness</b>			
OR-2-01-3320	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.11	
OR-2-02-3320	% On Time LSR Reject – Flow Through	95% within 2 Hours	98.71	156
OR-2-03-3320	Average LSR Reject Time < 10 Lines		28.28	
OR-2-04-3320	% On Time LSR Reject < 10 Lines	95% within 24 Hours	56.44	287
OR-2-05-3320	Average LSR Reject Time >= 10 Lines		32.43	
OR-2-06-3320	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	82.60	23

**Complex Services - Electronically Submitted**

	<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-03-3300	Average LSRC Time < 10 Lines		UD	
OR-1-04-3300	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	UD	
OR-1-05-3300	Average LSRC Time >= 10 Lines		UD	
OR-1-06-3300	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
	<b>OR-2 - Reject Timeliness</b>			
OR-2-03-3300	Average LSR Reject Time < 10 Lines		UD	
OR-2-04-3300	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-05-3300	Average LSR Reject Time >= 10 Lines		UD	
OR-2-06-3300	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	

**POTS / Special Services - Aggregate**

	<b>OR-3 - Percent Rejects</b>			
OR-3-01-3000	% Rejects	No Standard	30.50	6936
	<b>OR-4 - Timeliness of Completion Notification</b>			
OR-4-01-3000	Completion Notice – Average Response Time		0.00	
OR-4-02-3000	Completion Notice – % On Time	95% by noon next bus. day	100.00	3992
OR-4-03-3000	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
	<b>OR-5 - Percent Flow-Through</b>			
OR-5-01-3000	% Flow Through - Total	No Standard Developed	24.36	4539
OR-5-02-3000	% Flow Through - Simple	No Standard Developed	26.82	4120
OR-5-03-3112	% Flow Through Achieved	95%	UD	
	<b>OR-6 - Order Accuracy</b>			
OR-6-01-3000	% Accuracy - Orders *	95% orders without errors	63.59	835
OR-6-02-3000	% Accuracy – Opportunities*	95% orders without errors	93.18	10971
OR-6-03-3000	% Accuracy – LSRC*	95% orders without errors	98.39	620

continued

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**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

**Special Services - Electronically Submitted**

Metric #

**OR-1 - Order Confirmation Timeliness**

OR-1-03-3200	Average LSRC Time < 10 Lines
OR-1-03-3210	Average ASRC Time < 10 Lines DS0
OR-1-03-3211	Average ASRC Time < 10 Lines DS1
OR-1-03-3213	Average ASRC Time < 10 Lines DS3
OR-1-04-3200	% On Time LSRC < 10 Lines
OR-1-04-3210	% On Time ASRC < 10 Lines DS0
OR-1-04-3211	% On Time ASRC < 10 Lines DS1
OR-1-04-3213	% On Time ASRC < 10 Lines DS3
OR-1-05-3200	Average LSRC Time >= 10 Lines
OR-1-05-3210	Average ASRC Time >= 10 Lines DS0
OR-1-05-3211	Average ASRC Time >= 10 Lines DS1
OR-1-05-3213	Average ASRC Time >= 10 Lines DS3
OR-1-06-3200	% On Time LSRC >= 10 Lines
OR-1-06-3210	% On Time ASRC >= 10 Lines DS0
OR-1-06-3211	% On Time ASRC >= 10 Lines DS1
OR-1-06-3213	% On Time ASRC >= 10 Lines DS3

**OR-2 - Reject Timeliness**

OR-2-03-3200	Average LSR Reject Time < 10 Lines
OR-2-04-3200	% On Time LSR Reject < 10 Lines
OR-2-05-3200	Average LSR Reject Time >= 10 Lines
OR-2-06-3200	% On Time LSR Reject >= 10 Lines

Standard

CLEC Aggregate  
Performance

CLEC Aggregate  
Observations

	26.32	
	UD	
	UD	
	UD	
95% within 48 Hours	90.90	55
95% within 48 Hours	UD	
95% within 48 Hours	UD	
95% within 48 Hours	UD	
	38.59	
	UD	
	UD	
	UD	
95% within 72 Hours	100.00	2
95% within 72 Hours	UD	
95% within 72 Hours	UD	
95% within 72 Hours	UD	

**Special Services - FAX/MAIL Submitted**

**OR-1 - Order Confirmation Timeliness**

OR-1-07-3200	Average LSRC Time < 10 Lines
OR-1-07-3210	Average ASRC Time < 10 Lines DS0
OR-1-07-3211	Average ASRC Time < 10 Lines DS1
OR-1-07-3213	Average LSRC Time < 10 Lines (Fax)
OR-1-08-3200	% On Time LSRC < 10 Lines
OR-1-08-3210	% On Time ASRC < 10 Lines DS0
OR-1-08-3211	% On Time ASRC < 10 Lines DS1
OR-1-08-3213	% On Time LSRC < 10 Lines (Fax)
OR-1-09-3200	Average LSRC Time >= 10 Lines
OR-1-09-3210	Average ASRC Time >= 10 Lines DS0
OR-1-09-3211	Average ASRC Time >= 10 Lines DS1
OR-1-09-3213	Average LSRC Time >= 10 Lines (Fax)
OR-1-10-3200	% On Time LSRC >= 10 Lines
OR-1-10-3210	% On Time ASRC >= 10 Lines DS0
OR-1-10-3211	% On Time ASRC >= 10 Lines DS1
OR-1-10-3213	% On Time LSRC >= 10 Lines (Fax)

**OR-2 - Reject Timeliness**

OR-2-07-3200	Average LSR Reject Time < 10 Lines
OR-2-08-3200	% On Time LSR Reject < 10 Lines
OR-2-09-3200	Average LSR Reject Time >= 10 Lines
OR-2-10-3200	% On Time LSR Reject >= 10 Lines

	18.68	
	UD	
	UD	
	UD	
95% within 72 Hours	100.00	65
95% within 72 Hours	UD	
95% within 72 Hours	UD	
95% within 72 Hours	UD	
	NA	
	UD	
	UD	
	UD	
95% within 96 Hours	NA	
95% within 96 Hours	UD	
95% within 96 Hours	UD	
95% within 96 Hours	UD	

	18.86	
95% within 72 Hours	100.00	28
	NA	
95% within 96 Hours	NA	

Legend Notations defined on Legend sheet - last page



POTS - Provisioning
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**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES continued**

Complex Services		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01-3300	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.32	4.14	481	90	6.22	0.71	1.65		
PR-1-02-3300	Av. Interval Offered – Total Dispatch	Parity with BA Retail	11.68	6.30	399	250	5.80	0.47	11.50		
PR-2 - Average Completed Interval											
PR-2-01-3300	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	4.58	4.51	450	76	5.11	0.63	0.11		
PR-2-02-3300	Av. Interval Completed – Total Dispatch	Parity with BA Retail	11.21	7.40	363	213	7.10	0.61	6.22		
PR-4 - Missed Appointments											
PR-4-02-3300	Average Delay Days – Total	Parity with BA Retail	12.02	8.25	54	24	21.80	5.35	0.70		
PR-4-03-3300	% Missed Appointment – Customer	None: Analysis Only	14.01	13.55							
PR-4-04-3300	% Missed Appointment – BA – Dispatch	Parity with BA Retail	5.76	6.91	886	333		1.50	-0.77		
PR-4-05-3300	% Missed Appointment – BA – No Dispatch	Parity with BA Retail	0.40	0.59	748	169		0.54	-0.35		
PR-4-08-3300	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		UD							
PR-6 - Installation Quality											
PR-6-01-3300	% Installation Troubles Reported within 30 Days	Parity with BA Retail	3.72	6.81	243304	426		0.92	-3.37		
Special Services - Provisioning											
PR-1 - Average Interval Offered											
PR-1-01-3200	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.01	NA	2156		5.28				
PR-1-02-3200	Av. Interval Offered – Total Dispatch	Parity with BA Retail	10.36	7.00	1570	1	6.89	6.89	0.49		
PR-1-06-3200	Av. Interval Offered – DS0	Parity with BA Retail	8.80	NA	663		5.07				
PR-1-07-3200	Av. Interval Offered – DS1	Parity with BA Retail	12.00	7.00	718	1	5.76	5.76	0.87		
PR-1-08-3200	Av. Interval Offered – DS3	Parity with BA Retail	16.46	NA	13		2.26				
PR-1-09-3511	Av. Interval Offered – Total - EEL – Backbone	EEL Legend		UD							
PR-1-09-3512	Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD							
PR-1-09-3530	Av. Interval Offered – Total - IOF	IOF Legend		15.29		14					
PR-1-10-3200	Av. Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.68	NA	635		3.63				
PR-1-11-3200	Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail	4.88	NA	145		4.10				
PR-2 - Average Completed Interval											
PR-2-01-3200	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	4.94	NA	2029		7.69				
PR-2-02-3200	Av. Interval Completed – Total Dispatch	Parity with BA Retail	14.37	NA	627		16.70				
PR-2-06-3200	Av. Interval Completed – DS0	Parity with BA Retail	10.28	NA	545		16.73				
PR-2-07-3200	Av. Interval Completed – DS1	Parity with BA Retail	12.60	9.00	516	1	11.66	11.67	0.31		
PR-2-08-3200	Av. Interval Completed – DS3	Parity with BA Retail	25.33	NA	3		17.90				
PR-2-09-3511	Av. Interval Completed – Total - EEL – Backbone	EEL Legend		UD							
PR-2-09-3512	Av. Interval Completed – Total - EEL – Loop	EEL Legend		UD							
PR-2-09-3530	Av. Interval Completed – Total - IOF	IOF Legend		14.71		7					
PR-2-10-3200	Av. Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.64	NA	635		3.64				
PR-2-11-3200	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.00	NA	145		4.34				
PR-4 - Missed Appointments											
PR-4-01-3200	% Missed Appointment – BA – Total	Parity with BA Retail	2.46	100.00	4099	1		15.49	-6.30		
PR-4-01-3510	% Missed Appointment – BA – Total - EEL	Parity with BA Retail	2.46	UD	4099						
PR-4-01-3530	% Missed Appointment – BA – Total - IOF	Parity with BA Retail	2.46	10.00	4099	20		3.47	-2.17		
PR-4-02-3200	Average Delay Days – Total	Parity with BA Retail	40.16	2.00	101	1	53.03	53.29	0.72		
PR-4-02-3510	Average Delay Days – Total - EEL	Parity with BA Retail	40.16	UD	101		53.03				
PR-4-02-3530	Average Delay Days – Total - IOF	Parity with BA Retail	40.16	29.50	101	2	53.03	37.87	0.28		
PR-4-03-3200	% Missed Appointment – Customer	None: Analysis Only	12.78	0.00							
PR-4-03-3510	% Missed Appointment – Customer - EEL	None: Analysis Only	12.78	UD							
PR-4-08-3200	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		UD							
PR-5 - Facility Missed Orders											
PR-5-01-3200	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.54	0.00	4099	1		7.33	0.07		
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	4099	1		1.41	0.01		
PR-5-03-3200	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4099	1					
PR-6 - Installation Quality											
PR-6-01-3200	% Installation Troubles reported within 30 Days	Parity w/BA RT for Found Troubles	0.78	0.00	13437	1		8.81	0.09		
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00	13437	1					
PR-7 - Jeopardy Reports											
PR-7-01-3510	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD							
*Legend Notations defined on Legend sheet - last page											

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**CLEC Aggregate Performance**  
**MAINTENANCE - UNE POTS / SPECIAL SERVICES**

POTS - Maintenance		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #		BA	CLEC Aggregate	BA	All CLECs			
Standard								
MR-2 - Trouble Report Rate								
MR-2-02-3112	Network Trouble Report Rate – Loop	1.16	1.26	4620435	16547		0.08	-1.21
MR-2-02-3140	Network Trouble Report Rate – Loop - Platform	1.16	UD	4620435			0.12	
MR-2-03-3100	Network Trouble Report Rate – Central Office	0.10	0.27	4620435	16547		0.03	-6.44
MR-2-04-3100	% Subsequent Reports	26.30	2.33					
MR-2-05-3100	% CPE/TOK/FOK Trouble Report Rate	1.60	1.54	4620435	16547		0.10	0.68
MR-3 - Missed Repair Appointments								
MR-3-01-3112	% Missed Repair Appointment – Loop	14.78	66.83	53432	208		2.47	-21.11
MR-3-01-3140	% Missed Repair Appointment – Loop - Platform	14.78	UD	53432				
MR-3-02-3100	% Missed Repair Appointment – Central Office	7.98	31.82	4810	44		4.10	-5.81
MR-3-03-3112	% CPE/TOK/FOK - Missed Appointment - Loop	6.37	48.95	73982	237		1.59	-26.80
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	6.37	UD	73982				
MR-4 - Trouble Duration Intervals								
MR-4-01-3100	Mean Time To Repair – Total	24.55	61.40	58242	252	24.32	1.54	-24.00
MR-4-02-3112	Mean Time To Repair – Loop Trouble	25.77	68.78	53432	208	24.53	1.70	-25.24
MR-4-02-3140	Mean Time To Repair – Loop Trouble - Platform	25.77	UD	53432		24.53		
MR-4-03-3100	Mean Time To Repair – Central Office Trouble	11.02	26.55	4810	44	16.82	2.55	-6.10
MR-4-04-3100	% Cleared (all troubles) within 24 Hours	59.75	32.14	58242	252		3.10	-8.92
MR-4-06-3100	% Out of Service > 4 Hours	85.52	92.00	43092	25		7.04	-0.92
MR-4-07-3100	% Out of Service > 12 Hours	66.22	76.00	43092	25		9.46	-1.03
MR-4-08-3100	% Out of Service > 24 Hours	40.70	64.00	43092	25		9.83	-2.37
MR-5 - Repeat Trouble Reports								
MR-5-01-3100	% Repeat Reports within 30 Days	26.52	25.00	58242	252		2.79	0.55
POTS Complex - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3300	Network Trouble Report Rate - Loop	UD	UD					
MR-2-03-3300	Network Trouble Report Rate - Central Office	UD	UD					
MR-2-05-3300	% CPE/TOK/FOK Trouble Report Rate	UD	UD					
MR-3 - Missed Repair Appointments								
MR-3-01-3300	% Missed Repair Appointment – Loop	UD	65.38		130			
MR-3-02-3300	% Missed Repair Appointment – Central Office	UD	18.18		33			
MR-4 - Trouble Duration Intervals								
MR-4-01-3300	Mean Time To Repair - Total	UD	59.20		163			
MR-4-02-3300	Mean Time To Repair - Loop Trouble	UD	69.40		130			
MR-4-03-3300	Mean Time To Repair - Central Office Trouble	UD	19.00		33			
MR-4-08-3300	% Out of Service > 24 Hours	UD	NA					
MR-5 - Repeat Trouble Reports								
MR-5-01-3300	% Repeat Reports within 30 Days	UD	32.52		163			
Special Services - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-01-3200	Network Trouble Report Rate	0.33	0.00	438551	585		0.24	1.40
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.19	0.00	438551	585		0.18	1.07
MR-4 - Trouble Duration Intervals								
MR-4-01-3200	Mean Time To Repair – Total	7.38	NA	1461		8.57		
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	94.25	NA	1461				
MR-4-06-3200	% Out of Service > 4 Hours	56.79	NA	1421				
MR-4-08-3200	% Out of Service > 24 Hours	5.70	NA	1421				
MR-5 - Repeat Trouble Reports								
MR-5-01-3200	% Repeat Reports within 30 Days	16.36	NA	1461				
Legend Notations defined on Legend sheet - last page								

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**CLEC Aggregate Performance**  
**TRUNKS**

Metric #	ORDERING	Standard	Aggregate Interconnection	
			Actual Performance	Number of Observations
OR-1-11-5020 OR-1-11-5030 OR-1-12-5020 OR-1-12-5030 OR-1-13-5020	<b>OR 1 - Order Confirmation Timeliness</b>	95% on time: 10 Business Days Negotiated Process 95% on time: 10 Business Days		
	Av. FOC Time (<= 192 Forecasted Trunks)		6.80	
	Av. FOC Time (> 192 and Unforecasted Trunks)		17.96	
	% On Time FOC (<= 192 Forecasted Trunks)		100.00	5
	% On Time FOC (> 192 and Unforecasted Trunks)			28
OR-2-11-5000 OR-2-12-5000	<b>OR 2 - Reject Timeliness</b>	95% on time: 10 Business Days		
	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)		2.00	
	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		100.00	1
<b>PROVISIONING</b>				
PR-1-09-5020 PR-1-09-5030	<b>PR-1 - Average Interval Offered</b>	Parity with IXC / FGD		
	Av. Interval Offered - Total (<= 192 Forecasted Trunks)		22.29	17.00
PR-2-09-5400	<b>PR-2 - Average Interval Completed</b>	Parity with IXC / FGD		
	Av. Interval Completed - Total (<= 192 Forecasted Trunks)		19.50	15.33
PR-4-01-5000 PR-4-02-5000 PR-4-03-5000 PR-4-07-3540	<b>PR-4 - Missed Appointment</b>	Parity with IXC / FGD Parity with IXC / FGD None: Analysis Only 95% on Time		
	% Missed Appointment - Bell Atlantic - Total		0.00	0.00
	Average Delay Days - Total		0.00	0.00
	% Missed Appointment - Customer		27.31	56.28
PR-5-01-5000 PR-5-02-5000 PR-5-03-5000	<b>PR-5 - Facility Missed Orders</b>	Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD		
	% Missed Appointment - Bell Atlantic - Facilities		0.00	0.00
	% Orders Held for Facilities > 15 Days		0.00	0.00
	% Orders Held for Facilities > 60 Days		0.00	0.00
PR-6-01-5000 PR-6-03-5000	<b>PR-6 - Installation Quality</b>	Parity with IXC / FGD None: Analysis Only		
	% Installation Troubles reported within 30 Days		0.12	0.00
	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE		UD	UD
<b>MAINTENANCE</b>				
MR-2-01-5000	<b>MR-2 - Trouble Report Rate</b>	Parity with IXC / FGD		
	Network Trouble Report Rate		0.00	0.01
MR-4-01-5000 MR-4-04-5000 MR-4-05-5000 MR-4-06-5000 MR-4-07-5000 MR-4-08-5000	<b>MR-4 - Trouble Duration Intervals</b>	Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD		
	Mean Time To Repair - Total		1.98	1.58
	% Cleared (all troubles) within 24 Hours		100.00	100.00
	% Out of Service > 2 Hours		37.50	22.22
	% Out of Service > 4 Hours		12.50	0.00
	% Out of Service > 12 Hours		0.00	0.00
	% Out of Service > 24 Hours		0.00	0.00
MR-5-01-5000	<b>MR-5 - Repeat Trouble Report Rates</b>	Parity with IXC / FGD		
	% Repeat Reports within 30 Days		0.00	11.11
<b>NETWORK PERFORMANCE</b>				
NP-1-01-5000 NP-1-02-5000 NP-1-03-5000 NP-1-04-5000	<b>NP-1 - Percent Final Trunk Group Blockage</b>	See Guidelines See Guidelines See Guidelines See Guidelines		
	% Final Trunk Groups Exceeding Blocking Standard		0.30	2.48
	% FTG Exceeding Blocking Std. -(No Exceptions)		0.30	6.83
	Number FTG Exceeding Blocking Std. - 2 Months			NONE
NP-2-01-2000 NP-2-02-2000 NP-2-03-2000 NP-2-04-2000 NP-2-05-2000 NP-2-06-2000 NP-2-07-2000 NP-2-08-2000	<b>NP-2 - Collocation Performance</b>	10 Days <sup>1</sup> 10 Days <sup>1</sup> 76 Days 105 Days 95% on time 95% on time See Guidelines See Guidelines		
	% On Time Response to Request for Physical Collocation		100.00	NA
	% On Time Response to Request for Virtual Collocation		NA	189
	Average Interval - Physical Collocation		13.14	
	Average Interval - Virtual Collocation			
	% On Time - Physical Collocation		100.00	55
	% On Time - Virtual Collocation		NA	
	Average Delay Days - Physical Collocation		NA	
	Average Delay Days - Virtual Collocation		NA	
Legend Notations defined on Legend sheet - last page				

<sup>1</sup> per DTE order issued 7/31/99, Docket 95-58

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**LEGEND**

\* = NY/NE Combined Measurement  
\*\* = NE Measurement  
& = Resale/UNE Combined Measurement  
UD = Performance metric is under development  
NA = No Activity  
TBD = Performance standard is to be determined  
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments  
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days  
10+ Loops, Negotiated  
95% Completed Within  
Window = Standard for Cut-Over Window  
1 to 9 lines: 1 hour  
10 to 49 lines: 2 hours  
50 to 99 lines: 3 hours  
100 to 199 lines: 4 hours  
200 plus lines: 8 hours  
EEL = 1-9 Loops, 15 days  
10+, Negotiated  
No Facilities, ECCD+15 Days  
Disconnects, 2 Days  
IOF = Facilities Check, 72 Hours  
Facilities Available (Quantity 1-8), 15 Days  
Facilities Available (Quantity > 8), Negotiated  
Facilities not available, Negotiated  
Jeopardy = 100% at least 24 hours before due date with facilities  
100% at least 48 hours before due date without facilities